

SOP on Handling Regulatory Visits and Notices at CMU

1. Purpose

The purpose of the SOP is to provide clear guidelines on handling Food Safety Officer (FSO) along with the process note to handle sample pick up/ legal notices and to intimate Reliance Retail NHQ QA team.

2. Scope

This policy is applicable for Private label products (Good life, Best Farms, Desi Kitchen, Gold grains, Simply Smart and Curate) being displayed at stores and processed (Sorting\Cleaning\Packing) at Contract Manufacturing Units (CMU).

3. Responsibility

3.1. Reliance Retail NHQ Quality team

- a. Develop, roll out and implement necessary process to protect food safety and quality aspects.
- b. Carry out necessary investigations and roll out the process to avoid recurrence.
- c. Carry out periodic physical/ virtual inspection and provide necessary support to maintain the product quality.

3.2. Reliance Retail NHQ Ops Team

- a. Enable and ensure process adherence at CMU locations.
- b. Carry out periodic physical/virtual inspection and provide necessary support.
- c. Collaborate QA team in carrying out investigation / routine inspection.
- d. Guide vendors in training and closing audit non-conformities.

3.3. CMU Representative

- a. Interacting with FSO as per their internal policies and as outlined in this document.
- b. Ensuring smooth inspection within premises
- c. Track and close all relevant audit non-conformities
- d. Carry out action as per regulatory intervention matrix (**Ref. Annexure 1.**)
- e. Conduct the monthly internal audit as per checklist and keep document ready. (**Ref. Annexure 2.**)
- f. Do not share any Reliance's confidential information including but not limited to SOP, Specifications etc. to FSO without written approval from Contract Manufacturing Head / QA Head

- g. In case if sample is picked by FSO / any legal notice received, contract manufacturing representative shall be required to inform Reliance's Contract Manufacturing Head and Quality Head.
- h. Courier the counter sample of alleged batch to the address mentioned in 4.1 and retain one sample at their custody for further investigation.
- i. In the event product failing to comply with regulatory norms, Reliance representative shall reach out for further investigation.
- j. Support reliance team by sharing all quality inspection / in-process records, if demanded, get the counter sample of alleged batch tested at the NABL certified lab and share results with Reliance Quality team.
- k. Wherever needed / asked, assign local legal representative to represent the case and close the case smoothly
- l. Share legal notices / FSSAI's product analysis reports (ref Annexure 1) with NHQ Staples QA team without fail.

4. Procedure

4.1. Handling FSO Visits: Respective CMU Representative

- a. Politely get the copy of their ID card and note down details
- b. Discuss with them and understand the agenda
- c. Inform RIL team Viz. QA lead, QA Head, CMU Head and Business Head immediately
- d. Authorized person shall accompany FSO, assist the visit and acknowledge the inspection/ survey report.
- e. If documents are asked to be shared, pl consult with Reliance Retail NHQ QA team and share
- f. QA Lead in consultation with QA Head and or Legal team, share or approve the documents to be shared with FSO.
- g. Ensure to collect all documents from the FSO like copy of Form VA etc. and share the complete details like scanned copy of Form VA, product images (front and back), batch number, product name, expiry details. via mail to Reliance Retail NHQ QA Team.
- h. If samples are picked up, CMU Representative shall store one sample at CMU and send one sample with same batch to QA Lead.
- i. Authorized person shall courier the samples of exact batch to NHQ staple QA team to address mentioned below.

**NHQ Quality Team Staples – Value format.
Reliance Corporate Park,
R&D Laboratory, Near Gate B,
Thane-Belapur Road, Ghansoli, Navi Mumbai 400701,
Maharashtra.**

Annexure 1: Regulatory Intervention Matrix:

Sr. No.	Classification of Legal Notices	Action Needed at CMU sites	Further action for closure
1	Confirms to Standard	No Action Needed.	Share details with Reliance Retail legal team.
2	Unsafe	Pl get the counter sample analyzed at a NABL approved & FSSAI notified lab and produce results to RIL QA team.	Pl share notice and the NABL test reports with RIL QA Team and execute instructions as advised.
3	Substandard		
4	Misbranded	Reach out to Reliance QA team for any support required.	Pl share notices with RIL QA Team and execute instructions as advised.
5	Improvement Notice	Reach out to Reliance QA team for any support required.	Pl share notices with RIL QA Team and execute instructions as advised.

5. **Annexure 2: FSSAI Compliance Audit check list (as used by FSO's)**

https://www.fssai.gov.in/upload/uploadfiles/files/RCD_General_Manufacturing_20_05_2020.pdf

6. **Version History**

Version	Description	Date	Approved by
1	New release	10 June 2023	QA Head
2	Change in sample quantity to be sent to NHQ from 2 to 1, addition of simply Smart and Curate brands under scope and added scope for CMU	05 January 2024	QA Head
3	Specific SOP prepared for CMU and PCS.	30 January 2024	QA Head